



HARRIS CORPORATION

August 29, 2012

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Mr. Eric Bistline, Executive Director
York County
Department of Emergency Services
120 Davies Drive
York, PA 17402

Director Bistline:

Harris is pleased to present you and your agencies on the York County Radio Network with options for User Equipment (radios) repairs and field maintenance. You have two categories to consider; **radio repair** which repairs the radio in the factory and **field maintenance** which includes field diagnosis, field repairs if possible, removal of the defective unit and return the repaired unit to service. To have a complete program each agency should have an option selected from each category.

Radio Repair – two options to consider (Choose one)

Radio Repair Option 1 - Extended Return to Factory Warranty covers unit repairs at our facility.

Radio Repair Option 2 – Depot Repair Flat Rate (billed on an as needed basis, per flat rate schedule)

Field Maintenance for Radio Equipment – 3 options to consider (Choose one)

Field Maintenance Option 1 – Harris Yearly Field Service Maintenance Program

Field Maintenance Option 2 – Harris Demand Labor (billed on an as needed basis at \$125/hr rate)

Field Maintenance Option 3 – Other Maintenance Provider

Radio Repair Option 1 plus Field Maintenance Option 1 would provide the level of coverage similar to the field service maintenance that was offered under the County's recently expired contract.

The example below shows what the new pricing would be, to cover one dash mount radio for a one year period. Pricing is based on the charts on page 2.

Example:	Radio Repair Option 1	\$ 48.00 per year
	Field Maintenance Option 1	+ \$158.40 per year
		\$206.40 per dash mount radio for 1 year full coverage

A more detailed description of each option, including separate pricing for repair and maintenance, appears on the next page.

Radio Repair (Choose one)

"Repair the radio at the repair depot"

- two options to consider

Radio Repair Option 1 - Extended Return to Factory Warranty covers unit repairs at our facility.

Below is an exhibit showing Extended Return to Factory Warranty per unit per year:

Extended Return to Factory Warranty - Per Radio Per Year	
Dash Mount Mobile Radio	\$48.00
Trunk Mount Mobile Radio + Control Head below	\$48.00
Control Head	\$18.00
Portable Radio	\$60.00
Control Station	\$84.00
Remote Desk Set	\$36.00

Extended Return to Factory Warranty includes the following:

- The same coverage as the original Factory Warranty.
- 7 day turn around on repairs. (call 1-800-806-0949 to check repair status)
- The yearly fee is per subscriber device.
- The customer is responsible for delivery / shipment of the unit to Harris.
- Harris is responsible for delivery / shipment of the unit back to the customer.

The Extended Return to Factory Warranty covers repairs to the unit which has become defective through normal wear and use. This does not include repairs of damage due to tampering or physical damage. Please note, it is the customer's responsibility to provide list of the equipment serial numbers which are to be covered under the Extended Warranty.

Radio Repair Option 2 – Depot Repair Flat Rate (as needed basis)

This repair would be done on an as needed basis and only charged when User equipment is returned for repair that is not under the Extended Factory Warranty option listed previously. Depot repair work is scheduled on a first in first out basis. An optional expedited two day return is available at a charge of \$105.00 beyond the total repair charge. I have included an attached sheet (last page of the 4 page document) showing our latest information and rates on Depot Repair Flat Rates.

Some examples from the sheet include:

- M7100 Mobile Radio- \$425.00
- M7100 Control Head - \$310.00
- P7100 Portable Radio - \$370.00
- P5400 Portable Radio - \$435.00
- Control Station - \$695.00

These charges are charged on an occurrence basis and not on a yearly basis.

Field Maintenance (Choose one)

"Man in the van to diagnose and do field repairs only"

- three options to consider in addition to the repair options to the left

Field Maintenance Option 1 – User Equipment Yearly Maintenance Program

The User Equipment Yearly Maintenance program is used to provide field diagnosis and repair when possible at the agency location. If field repair cannot occur then the radio is returned to our facility for repair under the Radio Repair options and returned to service at the agency location.

Below is an exhibit showing User Equipment Yearly Maintenance pricing per unit per year:

User Equipment Yearly Maintenance (1-49 Units)	
Mobile Radio Dash Mount	\$158.40
Mobile Radio Trunk Mount + Control Head below	\$171.60
Control Head	\$26.40
Control Station	\$303.60
Desktop Remote	\$26.40

The User Equipment Yearly Maintenance includes the following:

- Next Business Day Service
- Field diagnosis and field repair if possible of the unit
- If unable to field repair, install and programming of customer supplied spare equipment
- Return of the failed unit to Factory Repair Center
- Delivery, programming, return to service and testing of repaired unit
- Antennas and microphones are not covered for replacement under this program.
 - Replacement of these defective parts is at contract pricing
- Mobile installations or vehicle transfers are not covered under this program and priced per the State Contract.
- If agencies have more than 49 units please contact me for additional discounts

Field Maintenance Option 2 – Demand Labor (as needed basis)

This option is available on the contract at \$125.00 per hour. The agency would need to establish an open purchase order (or written approval if the agency does not use purchase orders) for an agreed upon number of hours prior to a request for service. When the request for service is received it is scheduled with all parties. The service call would include the labor to diagnose the unit, field repair if possible (parts are an extra charge) and remove the unit for return to the factory if necessary. Return to service can be performed under this option after the factory repair is completed and the unit returned to service at the customer.

Field Maintenance Option 3 – Other Maintenance Provider

This option allows the agency to work with a Harris Corp Authorized Service Center (ASC) directly for field maintenance and is not through Harris Corp.

Additional information

All of the above options are for User Equipment which has become defective through normal wear and use. The options are not for damage due to tampering, multiple defects or physical damage which is not covered under the above offers. Batteries, antennas, microphones, and speakers are examples of wear items which have a 12 month warranty due to defect only and are not covered in the above offers.

The above options do not include mobile installations or vehicle transfers which is covered under rates listed on the Commonwealth of Pennsylvania contract 4400005698. All of the rates unless stated otherwise in this document are good through September 30, 2014 per the Commonwealth of Pennsylvania contract 4400005698. The stated prices above are on the Commonwealth of Pennsylvania Contract 4400005698.

We look forward to discussing this with you or your agencies which may have questions or need a quotation.

Thanks again for your request,

A handwritten signature in black ink, appearing to read "R. A. Kohr", with a stylized flourish at the end.

Roger A. Kohr,

Area Sales Manager, Pennsylvania

Terminals

P7200/P5200 <i>Non-Immersible</i>	\$575	P7100/5100 <i>Non-Immersible</i>	\$370	M7100 Mobile	\$425
P7200/P5200 <i>Immersible</i>	\$620	P7100/5100 <i>Immersible</i>	\$415	M7100 Control Head	\$310
M7200	\$625	P7300/P5300	\$505	M7300/M5300	\$595
P5400 Std. Repair	\$490	P3300	\$455	M3300	\$515
CH721 Control Head	\$345	Jaguar Portable	\$370	Jaguar Mobile	\$425
CS7000 Desktop Station	\$695				

All terminal repairs not listed above are subject to the current hourly labor rate plus parts.

Flat-rate pricing applies to terminal repairs which have become defective through normal wear and use. This does not include repair of damage due to tampering, multiple defects, or physical damage. Accessories are not repaired and should not be returned (except for PA cabling). Accessories consist of microphones, lanyards, antennas, batteries, mounting brackets, radio cabling, PA fans, filter assemblies, chargers, speaker-mics, HHC, etc. Harris Corporation is not responsible for lost accessories.

An expedited two day turn time is available for repairs at an additional cost of \$105 over the total repair charge.

This does not include transportation time. Expedited repairs must be requested prior to issuance of the Return Material Authorization number.